

FREQUENTLY ASKED QUESTIONS (Q & A)

Q1. Are all exam registration and license applications now completed online?

- A. Yes. The Department has now transitioned to an online examination and licensing data system that uses the ePLACE Portal. <https://permitting.state.ma.us/CitizenAccess/>

Q2 . What do I need to get started?

- A. In order to access the system for any of the services you will need to create an account on the ePLACE Portal. To create an account you will need an email address, phone number and location/address to apply. If obtaining a pesticide license you will need an electronic copy of the proof of insurance as required by the regulations.

Q3. Can I pay for examination and my license online?

- A. Yes. You will need to pay with a credit/debit card or via online check (ACH). There is nominal convenience fee of \$0.35 (cents) for checking account (ACH) payments and 2.35% for credit cards. Paying online provides the fastest service and immediate confirmation and receipt sent to you by email. If you chose the “Pay by Mail” option, there will be a significant delay in processing your application and you may miss the payment deadline for exam registrations—thus losing your desired exam date.

Q4. Are examination or license fees refundable or can someone else go in my place if am unable to take the test on the date I requested?

- A. No. There are no refunds, cancellations, or substitutions! You may use the new online system to reschedule your exam up to 7-days prior to the exam date. The system provides immediate confirmation of all exam date changes. Each registration and payment is unique and applies to only one date! The system will NOT allow you to reschedule after a week before the exam date. If you cannot reschedule, you must register again and make another payment.

Q5. What will happen if I am late arriving to the exam site?

- A. If you do not show-up for the exam, than you will lose the exam registration, corresponding fee and be required to reapply online. The exam starts promptly at the designated time. Individuals that show up late will not be allowed to take the exam and you will be required to reapply online.

Q6. Are there any deadlines for submitting exam registration applications?

- A. Yes. The registration and scheduling deadlines are listed on the exam schedule. All payments must be made online or entered into the new data system at least 7-calendar days before the exam date.

Q7. Are there a maximum number of exam candidates that may register for an exam date?

- A. Yes. The testing sites have a limited amount of space; therefore, for your comfort and security purposes, the Pesticide Program and the new online system will close the examination date after reaching maximum capacity.

Q8. How long do I have to wait before my examination and license applications are completed?

- A. The application process begins as soon as the application is submitted and the fee has been paid. The Pesticide Program will notify you within ten (10) business days of your pesticide exam results. (**Note:** *If you do not receive your exam results within (10) business days, please email or fax a request to the Pesticide Operations Coordinator, Steven Antunes-Kenyon, so that we can send you a duplicate notification.*) You may also check on our [website](#) for the names of candidates that have passed pesticide exams. This information is organized by the date of the examination.

Q9. Will my license look different?

- A. Yes. Your license will now be sent in a letter as an email attachment. It will look a little different and you will need to print and sign the attached license. Please save the email with attached license for future reference. It is suggested that you laminate the license so that it will be protected from the elements and daily use. As required by regulations, please keep this license with you, “on your person”, whenever making pesticide applications.

Q10. What is the examination weather emergency and cancellation policy?

- A. The exam schedule lists snow dates in case the exam must be cancelled. You may call (617) 626-1841 after 6:30 AM the day of the exam to hear a pre-recorded message regarding the status of the exam. If the exam is cancelled, you will be told to report on the snow date. The Pesticide Program will not grant any refunds or exam date substitutions.